

# INMATE TELEPHONE SYSTEM

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## Invitation to BID RFP#2015-0906ITS-FCRJ

For Details Please access : [www.FranklinCounty.ky.gov](http://www.FranklinCounty.ky.gov) or [www.KentuckyPTAC.com](http://www.KentuckyPTAC.com)

**Major Rachel Hensley, Franklin County Jail**

**9/9/2015**

Franklin County Regional Jail Committee Proposal for an Inmate Telephone System at the Facility ; includes the RFP , Appendix, Submittal Forms and Pre Registration Dates for Bidder's Phone Conference and Site Visit Dates

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## **A. GENERAL REQUIREMENTS**

It is the intent of these specifications to obtain bids from qualified vendors to provide local and long distance telephone service, including a recording and monitoring system and equipment for the inmates at the following County facilities:

Franklin County Regional Jail

400 Coffee Tree Rd

Frankfort, KY 40601

Average Population: 260

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this bid. These specifications and requirements should be in sufficient detail to secure bids on comparable services.

The requirements listed herein should be met by all bidders' submissions. In instances where the bid differs from these requirements, bidder shall note the difference and describe in detail how their bid will meet the County's needs without including this specific requirement. These variances should be segregated in a title document of EXCEPTIONS and included in the submittal. Failure to meet these requirements may be cause for rejection of the vendor's bid at the County's discretion.

### **A.1 Definitions**

For the purpose of this BID, the terms " Offeror", " Provider", "Vendor", "Bidder" or " Contractor" refer to the proposed or incumbent inmate telephone system Provider for equipment, system and services. The word "County" will refer to Franklin County. The 'Facility' will refer to the Franklin County Regional Jail. The "System" will be referred to as the Inmate Telephone System. POC is the named Point of Contact individual for both parties (Facility and Bidder) during the submittal process; SLA is the Vendor's Service Level Agreement and the SME is 'subject matter expertise' which is requested by the Facility, Jail Committee or the County. The Franklin County Jail Proposal Committee will be referred to as the 'Committee'.

### **A.2 Bid Submission**

Each Vendor must prepare a written response. Bid shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance. Vendors must respond to all paragraphs and submit the following:

Letter of transmittal

Vendor Qualifications and Experience

Summary of Compliance with Technical Requirements

All Bid submissions must include forms as requested in Section E1 to the Appendix of this Request for Proposal

One (1) original and Three (3) copies of the BID response must be returned no later than 1:00 p.m. EST on October 9, 2015. In addition one digital submission in pdf format should be sent to [fcrl.rfp@franklincountyky.com](mailto:fcrl.rfp@franklincountyky.com). Please note that all submission formats must be received by the deadline.

A letter of transmittal must be attached to the bid. Included in the letter shall be a statement that identifies all materials and enclosures being forwarded in the bid. The letter of transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

Bids not received by this time and date will be automatically disqualified from consideration and sent back to the Vendor unopened. Each bid should be marked "Inmate Telephone System Bid" on the outside of the package and should be sealed. Original bid must be clearly marked "ORIGINAL" and contain all original signatures.

### A3 Vendor Inquiries

If additions, deletions, modifications or clarifications to the bid become necessary the changes will be noted by written addenda to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications. The Firm Identification Page includes addenda acknowledgements and Company information required for return with the Submittal, is located in the Appendix E1.10

Each vendor is allowed to submit question via email to [fcj.rfp@franklincountyky.com](mailto:fcj.rfp@franklincountyky.com). Questions received will be reviewed by the Jail Committee for an appropriate written response. The deadline for questions will be subsequent to the site visit, and is listed on the Proposal schedule in the Appendix E2.1

Please note that Facility, Jail Committee will not respond to non-company domain email addresses.

The Vendor shall identify a contact person or POC, who will be responsible for coordinating the efforts and personnel of all parties involved in the Company's response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

Organization:

Name:

Address:

email address:

(Area Code) Telephone Number: Office & Cell

### A4 Basis of Award

The County will review all responses to assure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the bid

**OVERVIEW:** An inmate telephone system is a vital service to Franklin County's inmate population, their families & the jail staff at the Facility. The investigative tools, operation efficiencies and added security are important aspects expected to be derived from this service.

Franklin County's Jail Facility, has long been an early adopter of technologies that benefit the inmate population and increase efficient processes. It was one of the first County detention centers in the US to adopt Commissary ordering via the inmate phone system.

With this Invitation to Bid to Qualified Inmate Telephone System Providers, the County seeks to receive cost based proposals which will include system efficient processes to increase Inmate Debit calling to ninety (90) percent of the total system call volume.

The Facility, acknowledges the inmates' preferences for the Debit call process and will give preference to respondent proposals that accomplish this objective, while maintaining a secure call platform environment and receive flat rate per call offerings. The Facility seeks to limit itself, within legal constraints of state and Federal statutes from current public protest relative to commission based offerings which still prevail within the corrections industry.

Franklin County prefers a Vendor that develops their own software and builds its own systems, a single point of contact. It is our preference to work with a company that is the source for engineering, deploying and maintaining its own solutions. This would include items such as collect and debit, staff support and in-house product development. Vendor's ability to provide this all-inclusive solution will be viewed favorably.

Franklin County Fiscal Court expressly reserves the right, in its sole judgment, to accept or reject any or all bids, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the bid which is determined to be the best evaluated offer. Therefore, in selecting a vendor, the County and its nominated Jail Committee will not rely on commission offerings in awarding a contract as noted in the evaluation criteria below.

The contents of this solicitation and the Vendor's response, when submitted to and accepted by the County, shall become an integral part of any contract agreed upon between the Vendor and the County.

To ensure specified performance of the proposed system, the County reserves the right to require a Vendor (s) to demonstrate the system and any features specified in this bid.

**The bid submitted will be evaluated with regards to the following criteria:**

1. Demonstrated ability to meet the general and technical requirements, based upon the BID responses and information provided by similar facilities in which the vendor has their system installed;
2. Financial Offering including (1) a cost based submission for flat rate per inmate debit calls (defined as revenue on all local and long distance calls) at the Facility, (2) vendors ability to offer separately, on their Provider platform third party options for direct billing, collect call billing, and prepaid flat rate per call without surcharges or setup fees to the inmates call recipients Only these third party services will remain as commission based offering to the Facility.
3. The County seeks responses from Providers willing to contribute amounts of reimbursement to the following Funds utilized at the Jail which provide for 1) equipment funds 2) independent audit, project and reconciliation of call fees analysis on both calling platforms;
4. Vendor experience, technology offering, account support team, maintenance and current customer references, for similarly sized facilities with similar in house debit calling services.
5. Proposed project plan, scheduling, and implementation with minimal interruption of service.
6. Details of the Bid Review and Evaluation Criteria is also listed in Section E2.5 of the Appendix
7. The contents of the solicitation, as well as Vendors' response upon submission and accepted by the County shall become an integral part of the contract agreement between both parties.

**A5 Contract Term**

The contract will be for a period of three (3) years, with two (2) subsequent 12 month renewal terms, as determined by the County

**A6 Termination**

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety - (90) days written notice in the event of material breach by the successful Bidder to perform in accordance with the terms hereof, or any contract resulting from this bid. In the event that Franklin County chooses to discontinue this contract either by termination or not extending the contract the bidder warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

**A7 Damage and Repair Liability**

The County will have no liability to the Vendor for fraud, theft, vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs will be made at its expense. Bidders shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

Service Level Agreement is requested with the submission and the Bidders must include penalty clauses for delays which disrupt the inmate population and officers at the Facility.

**A8 Installation/Disconnection**

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines, network interfaces and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge and project contacts from both parties will collaborate with jail administrators for a smooth transition of inmate telephone services provided.

#### **A9 Present Franklin County Inmate Telephone System**

The incumbent's current system is specified below and considered the minimum requirement of the County's solicitation:

Franklin County Regional Jail	28 Inmate Phones
Class D Housing Unit at above site:	5 Inmate Phones
Booking Intake Area at above site:	1 Inmate Phone w/ Free Calling
Protective Custody at above site:	1 TTY Portable inmate Device
Franklin Co. Regional Jail Visitation:	7 pairs of visitation phones

Interface/Speed Dial between inmate phones and the Facility's In House Commissary Trust Accounting with phone prompts generating inmate account balances;

Interface/Speed Dial provides prompt on all inmate phones for PREA hotline with a system alert to duty officers. These anonymous calls are recorded for retrieval and further investigation;

Interface to public inquiry line offers Automated Jail greeting with information menu prompts;

The Facility's JMS generates inmate IDs and the Commissary accounting application generates corresponding PINS utilized by the trust accounting, banking commissary and inmate Debit call purchase processes.

2015 Current ADP 260 with 52% daily average of State inmates housed at the facility;

Average Call Volumes 2014/15 102725 calls completed

Average Call volumes 2013/14 97300 calls completed

#### **A10 Miscellaneous Requirements**

The County will not be liable for any of the cost incurred in preparation and presentation of the response.

Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

##### **A10.1 Insurance**

Bidder shall provide Franklin County with Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than \$100,000 / \$300,000 / \$100,000 with excess umbrella liability of \$1,000,000. Successful vendor must submit copies of insurance certificates to the County before any work can be started. Samples of these Submission Forms are listed in Appendix E1.2 and E1.3

## **A10.2 Financial Stability**

Bidder submission will include a statement of financial stability of the Company, its Officers, as issued by an independent Auditor of recognized accreditation relative to the Company's financial statements and statements of cash flows for the last five fiscal years.

Submissions shall include a detailed summary of any ongoing litigation by or against the Company within the Inmate Telephone Industry.

## **A11 Indemnification**

Contractor agrees to save harmless, indemnify, and defend County and their agents, officers and employees from any and all claims, losses, penalties, interest, demands, judgments, and costs of suit, including attorneys' and paralegal fees, for any expense, damage or liability incurred by any of them, whether for personal injury, death, property damage, direct or consequential damages, or economic loss, including environmental impairment, arising directly or indirectly on account of or in connection with the Work and Services performed under the Agreement, or by any person, firm or corporation to whom any portion of the Work or Services is subcontracted by the Contractor or by any one for whom the contractor is legally liable, of any materials, or other property of the County.

County and the awarded Contractor agree that the first \$1,000 of the Contract amount paid by the County to the Contractor shall be given as separate consideration for this indemnification, and any other indemnification of County by Contractor provided for within the contract documents, the sufficiency of such consideration being acknowledged by Contractor by Contractor's acceptance and execution of the contract Agreement.

The Contractor's obligation shall not be limited by, or in any way to, any insurance coverage or by any provision in or exclusion or omission from any policy of insurance. The Contractor agrees to pay on behalf of Franklin County, as well as provide legal defense for the County, both of which will be done only if and when requested by the County, for all claims made.

Such payment on behalf of the County shall be in addition to any and all other legal remedies available to the County and shall not be considered to be the County's exclusive remedy.

## **A12 Record Retention & Audit**

1. The awarded Bidder shall retain, during the Performance of the contract and for a period of three (3) years from the completion of the contract, all records pertaining to their successful proposal and for any contract term awarded pursuant to this Request for Proposal. Such records will include, but not limited to all paid vouchers or other reimbursement supported by invoices, including any partial payments, ledgers, cancelled checks, deposit slips, journal and bank Statements. Successful Bidder will also retain contract, contract amendments and change orders, insurance documents, payroll documents, timesheets and facility correspondence related to the contract, project implementations, contract duration as well as subsequent amendments.
2. The Facility has site personnel in addition to an independent audit contractor, of which, either party may be directed to perform in-progress and post-audit of any of the awarded system's call accounting records, monthly reports or statements, including individual call cost transaction detail.
3. Such records as described in A12.1 and A12.2 shall be available on demand and without advance notice, during the awarded system provider's working hours.
4. Period for which audit claims may be made to the Bidder will be limited to 12 previous months of service.

## **A13 Severability**

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

## **A14 Taxes**

Franklin County and the Franklin County Regional Jail will present, upon request its bona fide Federal and State tax exempt certificates to an authorized financial officer of the awarded system provider's company.

## **SECTION B VENDOR QUALIFICATIONS & EXPERIENCE, TECHNICAL REQUIREMENTS**

### **B1 Experience**

Vendor shall be experienced in providing phone service to Kentucky counties with inmate phones and state SME with current and emerging technologies and applications for inmate phone systems. Vendor should provide an overview of their firm, including years and nature of experience in inmate telephone systems business.

The vendor must be serving at least four Regional correctional facilities either within the Commonwealth of KY or adjacent states for three years or more. The Vendor shall provide information describing its client base and the proposed system's & technology advances deployed in these Kentucky or adjacent state county facilities.

### **B2 References**

Provide five customer references of accounts similar in size and scope to Franklin County's requirements. This form is included in Appendix E1.4 for Submittal. Please specify exceptions/variances to system provided at each location as comparable to Franklin County's requirements.

### **B3 Patent & Copyrights**

The Vendor will hold harmless the County, its officer, and employees against all claims that machines or software supplied infringe a U.S. patent or copyright. The Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

Please describe all Vendor Patents your company holds or has developed

Please supply patent information for proposed equipment or software, where applicable to the inmate telephone system and as currently deployed.

## **B4-B5 Technical Requirements**

1. The system shall be a Web-Browser-based, easy to use application that is available securely from anywhere at any time, remotely.
2. The proposed system shall allow outgoing calls, only.
3. Only the call platforms as specified to the inmates are available for outgoing call options, facility Commissary or PREA. No other outbound calling options are available to Domestic 800 or 900 call service platforms.
4. The proposed system shall allow inmate calls to be restricted to 15 minutes. Franklin County representatives must be able to change this call duration limit throughout the entire site, by inmate Account / PIN, or group of telephones.
5. The users – inmate and called party – shall be notified of limit in advance of the system terminating the call.
6. Vendor shall supply one TTY phone to the Franklin County Detention Center.
7. The proposed system must require active acceptance by the called party.
8. The proposed system shall include user prompts in English and Spanish.
9. The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.
10. Vendor must notify call recipient when they have reached a \$20.00 balance of its site or personal credit limit and describe process.



## **B6 Personal Identification Number (PIN)**

The proposed system shall utilize Personal Identification Numbers (PIN) for the inmates. Please note that the Facility's JMS issues a profile ID, while the Facility's Commissary accounting software issues a PIN that corresponds to the JMS profile ID.

The call purchases records, generated by the Commissary accounting system are retrievable by the system provider in real time, so that once the inmate has made his phone time purchase; he hangs up and dials another prompt on the phone on the service provider's platform, which validates his PIN, prepaid call funds, PRIOR to connecting his call.

1. Please describe your System's ability to meet the above requirements on the Facility's Inmate Debit Call Platform
2. Please describe your System's ability to use PINs as required on the Vendor Call Platform
3. The proposed system shall prevent duplicate PINs.

The Inmate currently is cautioned that he is liable for fraudulent use of his PIN, until such time as he requests a PIN replacement charges to his inmate trust account are his responsibility.

## **B7 Fraud Management**

The proposed system shall be able detect, notify and discourage three-way or conference calls, except for those calls to attorney's or other approved numbers. . Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

1. The proposed system shall prevent the inmate from receiving a second dial tone, or "chain-dialing."
2. The proposed system shall prevent any extra digits dialed by the inmate after the party has accepted the call. Please describe process.
3. The proposed system shall have capability to remotely survey Inmate calls and be able to transfer specific calls in progress to investigators
4. The proposed system shall guard against "Hook-switch dialing," and other fraudulent activities. Please describe.
5. The proposed system shall barge in to live calls detected of fraud abuses and announce detection to both parties.
6. Calls detected for fraud abuse will be marked by a fraud symbol on the Facility's call reports.
7. Fraud alert to a duty officer shall be sent after 20 detections per week by the same inmate PIN
8. The authorized officers will have the ability to re-set fraud alert detection parameters
9. The inmate shall not communicate with the called party until the call has been accepted.
10. The system shall detect the difference between an accepted call, and an answering machine, busy signal, or other telephone activity. Please describe.
11. The proposed system shall allow call blocking of specific numbers by call recipient and site administrators of the call platforms.
12. The proposed system shall also assign approved calling numbers according to inmate PIN.
13. The proposed system shall permit the called party to block all future calls from any of the inmate phones at the correctional facility.
14. The system must have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.
15. The proposed system should offer comprehensive call handling technology and associated reporting, that validates the inmates identity based on the inmate PIN, prior to connecting the call.

## **B8 Other Investigative Tools**

The system will need to be equipped with a remote conferencing feature and e-mail feature for those numbers that are under surveillance by the investigative unit. The feature will need to allow authorized personnel to monitor a call and receive e-mail notification from any designated remote location, while the call is in progress. The call will need to be automatically conferenced to a predetermined investigator's telephone number in listen mode only once the call is accepted by the called party and in progress.

The proposed system must allow for all calls remotely bridged to investigators to be accepted by the investigator with a unique PIN. Please provide any other additional investigative tools, features or creative solutions that might be available to Franklin County.

## **B9 Call Acceptance**

1. The proposed system shall brand each call with the name of the facility and the inmate placing the call
2. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.
3. The called party must actively accept the call. The inmate cannot communicate nor hear the called party until the call has been accepted
4. Billing does not begin until the call is accepted,
5. If call acceptance is refused, the automated message will inform the inmate caller, and not just hang up
6. To avoid repetitive incomplete calls, please provide your system's optional mechanism/warnings which the Facility at its discretion can utilize on a nominal fee basis to the inmate debit calling PIN

## **B10 System Security**

The proposed system must be programmed for auto shut-off at times designated by the County.

There are also manual kill switches locations which override system phone operations in designated areas on an as needed basis. These kill switch locations at the facility are specified DURING THE MANDATORY SITE VISIT.

The County personnel must be able to manually shut down the system in case of emergency.

The proposed system shall be password protected to permit only appropriate facility personnel access to the system.

The system must have the capability to enable and disable any phone at the facility from any secured internet enabled computer.

For security purposes the system must be a centralized non-premise system that will keep all call and billing records secure in two off-site data storage center locations within North America. Further Redundancy and site network security regarding on site premise servers will be discussed with the contract finalists. Describe your system, its encryption standards and how your system will meet these requirements.

Please describe your remote telephone service network with specific interface points which are firewalled and how the proposed system handles DNS routings and Denial of Service attacks.

Diagrams of network application as described should be submitted with a request for confidentiality whenever proprietary features are described. A confidentiality form if required, is found in Appendix E1.5

## **B 11 Reports**

The vendor shall supply the capability for the facility to view and track call activity, call accounting information, and facility service requests from practically any location at any time via a web accessible site, by authorized users

The vendor shall supply call detail reports to the County via a system self- serving access tool which is fully integrated into the platform provided. These reports shall contain a variety of call information and be customizable to suit the County's needs.

Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts, and Call Volume by Telephone.

Vendor shall supply monthly cost and revenue reports on a timely basis to the Facility in excel and pdf formats

Vendor shall attach samples of their call detail and other standard reports.

Vendor shall provide a secure access to all calling activity within the facility via the internet/web.

The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility cost as well as revenue data.

This system should also allow facilities to open and/or view the status of service tickets.

## **B12 Service & Maintenance**

Vendor shall provide 24-hour, toll-free service number & support email which assigns case ticket numbers to requests from duty officers on a 24/7 basis.

Vendor shall respond to all major service outages within four hours.

Vendor shall provide service policies and procedures as an attachment to this bid

The vendors' service level agreement with escalation procedures must be submitted with the proposal.

Describe the maintenance and quality assurance programs for inmate & visitation telephones to be installed.

Detail equipment installation charges, if any.

Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

Provide a contact person who will be responsible for ongoing account management and support.

Provide names, SME and qualifications including technical work history for the individual(s) responding to on and off site repairs as assigned to the Facility's SLA.

## **B13 Installation and Cut-Over**

The contractor will provide inmate & visitation phone sets, the remote administration station(s) and the automated inmate call control system, install the visitation recording sets, remote system access and the system and insure that they are working properly. This installation is to be completed within sixty (60) days after contract award's fully executed agreement is formally accepted by both parties.

A bidder shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. This project plan must provide the name, title and expertise of the Vendor's project manager. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

If the schedule cannot be met within the 60 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

Any delay in the implementation of the contractors' schedule that is caused by the County will increase the contractor's time allowance to complete installation but the contractor must submit a complete and detailed schedule of additional time required.

The risk of loss and or damage will be assumed by the contractor during shipment, unloading and installation.

## **B14 Call Monitoring & Recording**

1. The proposed system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings at remote land secure locations as specified in the B10 clause for System Security.
2. All call recordings for 120 days shall be stored online and available through the authorized online user interface portals. Please describe the login search and retrieval process and any access storage logs which are kept on the system.
3. Call recordings logged by the system include inmate calls, visitation and anonymous recordings as logged on the PREA hotline.
4. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account ID, or site name.
5. Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

6. Call recordings and the storage devices on which they are allocated remain the property of Franklin County. The awarded system provider maintains management and secure storage of the recordings throughout the contract duration.

#### **B15 Training**

Vendor shall provide training to the Franklin County Regional Jail staff in system administration, operation, and reporting.

Describe training program; include description of course and any applicable documents.

Please provide trainer's SME and most recent installations, along with training credentials

#### **B16 Payment Options**

1. The proposed system shall allow automated operator collect calling, and a Vendor's suite of prepaid calling account options, deposits with access via web interface and 800 # automated and live customer service support. Payment and calling cost details shall be clearly specified including: any account deposit fees, call surcharges, call or account set up fees, in addition the flat rate per call quotations requested.
2. The proposed system shall provide a debit purchase record which originates interface as a speed dial option on the inmate phone. This provides the user with debit call ordering via the Facility's commissary accounting system, which manages the inmate's trust account, trust profile ID and user PIN(s)
3. All Vendor prepaid calls or collect calls will be subject to the same restrictions and features as standard inmate debit calls, utilizing PIN call identifiers.
4. The called party shall be provided an option prompt to request cost of the call prior to accepting the charges. This information will be presented on a silent hold so that the inmate caller cannot hear ANY of the call recipients' requests.
5. The proposed vendor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:
6. The vendor should have a system in place that will allow inmate families and friends to set-up an account directly with the vendor.
7. The vendor should have an advance payment system. This system should allow customers to prepay for calls from the facility. Please describe the Vendor's screening process for credit clearances and risk management on its prepaid and collect call offerings
8. Any monthly revenue items due the County, negotiated within this contract shall be submitted both electronically and in paper form, check amount payable along with report summary basis for the amount, within thirty five (35) days for the reporting period specified.
9. Any monthly invoice items due the Bidder, negotiated within this contract shall be submitted both electronically and in paper form, along with report detail basis for the amount, within thirty (30) days for the reporting period specified.

#### **B17 Equipment**

The proposed inmate telephone system shall be a turnkey telephone system and service.

The vendor shall provide non-coin, inmate armored telephones composed of durable equipment suitable for jail environments, i.e., line powered requiring no additional inputs, battery or voltages.

Both visitation phones and inmate phones must include ADA volume controls and high standard noise cancelling features in the handsets. Additional specifications for the phone equipment are listed in Appendix E2.4 of the solicitation

The proposed system must be able to utilize the current PCs that are available at the County without the need for additional PCs.

It is the County's responsibility to upgrade any of the Facility PCs so utilized to the minimum Vendor specifications for secure access to the inmate telephone system's portals. Please specify minimum requirements for hardware, software or Facility network licenses to access the Vendor's system.

All vendor equipment shall comply with FCC regulations.

The proposed equipment and system shall be scalable to meet the County's growing needs.

Vendor equipment shall include backup power in the event of temporary loss of commercial power.

Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Vendor's employees. Please indicate your firm's ability to provide authorized users detailed reporting tools to include but not limited to the following information:

Phone Location Originating call

Time of call

Telephone number called

Most frequently called numbers

Length of call

Identify numbers called from a specific telephone

Identify telephone numbers called by a specific inmate

Alarm number status

Alarm a telephone number and allow automatic recording of the call

Multiple calls from different inmate phones to the same number

## **SECTION C : FEES, RATES, FACILITY COMMISSIONS & REVENUE**

### **C1 Vendor Prepaid & Collect Call Service Platform**

The rates charged to Call Recipients from inmates or intake users at the Facility shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged. Please note that the Facility has a preference for fixed flat rate calls to be quoted to the call recipients from inmates at its Facility

The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls on its service platform

The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of its call platform.

Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.

Please note that without notice, the Facility's independent auditor will perform audit analysis on the Vendors call rates and charges

Billing charges shall begin at the time of the call acceptance, when the calling party is connected to the called party and shall be terminated when either party hangs up.

Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

When a person is released from custody or transferred to another facility that does not contract with your company for telephone services, can he or she get a refund of his or her pre-paid account funds? Is there a charge imposed or a deadline to request a refund?

Please describe your policy to treat funds that are not refunded. Are they turned over to the state unclaimed funds program? If no, are commissions to be paid on that money?

Under no circumstances will the commission rate be adjusted lower than the call rates agreed to at contract award, nor will the County be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

The commission rate shall be based on Gross Billed Revenue for all such calls on the Vendors platform. Bidder shall include a detailed analysis as to how they determine and define gross revenue.

Bidders will return the completed Rate structure quotation form in Appendix E1.7 pertaining to specified calling charges on the Vendor's third party platform

Bidders will return the completed Commission structure quotation form in Appendix E1.9 for this Vendor Platform

## **C2 Inmate Debit Call Platform at the Facility**

**Background statement:** Prior to this proposal's request by Franklin County, and from 2010 to Feb 2014 the jail facility's commissary was issuing inmate debit cards with Card PIN identifiers. The cards were invoiced to the County at a face value amount, with an actual payment to the incumbent of less than 50% of the face value of the cards as invoiced. This allowed a margin of revenue remaining to the County for the inmate call platform at the Facility, for which the incumbent system provider was adequately compensated.

This is a cost based platform, where the Vendor will submit to the County monthly invoices for inmate call transactions completed as assigned to the inmate's trust account. The Facility is looking for submissions which allow the County enough margin on fixed flat rate calls to replace the current gross revenue commission structure.

As the inmates at the Facility and their families have shown a preference for this inmate debit platform, the submission should anticipate that 90% of the call volume will be handled on this Facility platform

Franklin County requires detailed reports of placed, incomplete, accepted, local and long distance calls.

Bidders will return the completed Rate structure quotation form in Appendix E1.8 for the Inmate Debit Platform

If additional Cost basis information is deemed confidential, Vendor should submit this underlying cost of business operations on the proprietary document as in Appendix E1.5

Please describe how the Vendor's proposed system will meet the following criteria:

The current inmate debit call platform now handled by the Facility's commissary provider collaborates with the system provider via application server's APIs, to provide a more accurate means of call processing and inmate cost accounting. The actual call processing with rules of call management mostly as listed in this proposal, are currently operational at the facility .by the incumbent inmate phone provider.

The Facility, with assistance from its outside auditor, the commissary and incumbent's system reports, has a better process in place for analysis of the call rates charged to inmates, the costs invoiced to the Facility by the system provider as well as commissions received.

**The inmate debit call platform** has increased call volumes 28% since its inception, and the County wishes to continue to accommodate the inmates and their families by this formal request for submissions which maintain the current Commissary interfaces and submit a cost value proposal based on specified flat rate costs per call which target a higher volume of calls on the Debit Platform.

1. Please submit vendor proposed cost based calling rates on the submission form provided in Appendix E1.8
2. Please include details in all categories: for call rates, call set up cost options, as well as monthly invoice terms payable by the County, to the System Provider
3. For any monthly and per-call charges not subject to a commission, please describe how you determined the amount to charge callers and account holders.

4. Please disclose whether or not you would be willing to offer a report at the end of each contract year that lists both the amount generated from each of these fees or taxes under the contract, and the cash payments made to federal, state or local authorities or to other telecommunications companies that are directly related to the disclosed fee or tax.
5. Are you willing to provide monthly reports on the disposition of unclaimed funds
6. Please submit any other costs disclosures on the proprietary form included in Appendix E1.5 of the Bid submittal, which will substantiate quotations submitted in Appendix E1.8 if necessary.
7. Submissions which clearly state cost and terms details as requested will be scored accordingly.

### **C3 Commission Structure**

Please provide information on the commission structure on the C1 (1) Vendors call handling platform only. Include the following within your response:

Explain in detail the method used to calculate revenue to the County (e.g., gross revenue, adjusted gross revenue, net revenue).

State applicable deductions from Gross Revenue before calculating the County's revenue (i.e., uncollectible calls, total calls, access lines charges, wholesaler costs, clearing house charges, RBOC, LIDB, etc.).

Method of reporting the calculation of the County's commission payment for call revenue on the Vendor's Platform

Provide samples of proposed reports.

Is there a charge for customized reports? If yes, provide amounts.

What types of reports are available to Franklin County's independent auditor to analyze commission payments? Provide samples of reports.

Franklin County requires detailed reports of placed, incomplete, accepted, local and long distance calls.

Describe the procedure for handling uncollectible revenue on the Vendor's Platform. State whether this expense reduces County commission and, if so, specify in what manner.

Describe the procedure for billing on your Vendor platform.

Describe your billing process and who handles billing.

Are there any deductions from revenues? Please provide detail.

Provide vendor proposed calling rates for local, in-state and interstate calls on the Vendor Call Platform form provided in Appendix E1.7. This form allows for optional categories of call revenue based upon surcharges and fees to be submitted

Please submit commission structure as indicated on the Vendor Call Platform form provided in Appendix E1.9

All commission checks shall be payable to the Franklin County Regional Jail and mailed to the attention of Major R. Hensley at the Franklin County Regional Jail, P.O. Box 4068, Frankfort KY 40604-4068.

The reference line on the check payment must clearly state Facility site# Date Vendor Platform, i.e.: "05047 2015-12 Vendor Platform"

## **D1 Proposal Evaluation/Selection Process**

Bidders are to make written proposals which present the Vendor's qualifications and an understanding of the work to be performed. Please address each of the evaluation criteria and to be specific in each submission response, which allows the Jail Committee to properly evaluate each proposal on an equitable basis.

It will be at the discretion of the County to accept the Jail Committee's recommendations for:

- Top three finalists with invitations for further negotiations on site at the Facility
- Final Award is published subsequent to Fiscal Court session date

The minimum selection criteria will include Evaluation Criteria with assigned weights of response on a possible score of 100. The five members of the Jail Committee will be scoring each of the qualifying submittals received.

The Evaluation Criteria detail is included in Appendix E2.5 of this proposal

The proposed timeline including Proposal Milestones as known to date, are listed in Appendix E2.1 for informational purposes.

THIS COMPLETES THE SECTIONS OF RFP #2015-0906ITS-RFP

FOLLOWING ARE SECTION E: THE APPENDIX FORMS TO THE RFP



## **E1 Appendix to the Request for Proposal 2015-0906ITS-FCRJ INMATE TELEPHONE SYSTEM**

**This Section includes the mandatory Forms to be completed and submitted with the Bid Proposal:**

1. Bid Surety or Certified check of \$1,000 One thousand dollars
2. Bidders' Kentucky State of Compliance and Good standing including Workmen's Compensation for contracts and sub contracts performed within the state for public entities
3. Insurance Certificate including coverages as requested
4. References
5. Proprietary/Confidential Identification of specific materials/information to be withheld from public domain records
6. Bid Funding offerings to reimburse County for 1) Facility Equipment Fund 2) Independent Audit
7. Requested quotation for Call Rates & charges on the Vendor's Platform
8. Requested quotation for Call Rates & charges on the Facility's Inmate debit platform
9. Requested Commission quotation for the Vendor Platform
10. FIRM INFORMATION PAGE - Bid Addenda Acknowledgment Form (if applicable)

**Please ensure that all of the above documents are submitted with your Company's Proposal. Any documents missing from the Submission will result in Bid Disqualification.**

## **E2 Appendix to the Request for Proposal 2015-0906ITS-FCRJ**

**This section includes Miscellaneous Requirements and Information Detail of Items Referenced within the Proposal:**

1. Proposal Timeline and Milestone Dates
2. Pre- Registration for the Bidder's Phone Conference with the Jail Committee
3. Pre- Registration for the Facility Site Visit
4. Location of Inmate Telephones Currently installed at the Facility
5. Proposal Evaluation/Selection Process Information

**FRANKLIN CO. KY**  
**2015-0906ITS-FCRJ**  
**INVITATION TO BID**

**APPENDIX E1.1**  
**FRANKLIN COUNTY, KY JAIL COMMITTEE**  
**INMATE TELEPHONE SYSTEM**

**CHECK**  
**LIST**  
**BELOW**

SUBMITTAL DATE		
<b>BID REGISTRATION BOND FEE &amp; BID REGISTRATION</b>		
BID FEE IS BID SURETY BID FEE IS CERTIFIED CHECK PAYABLE TO:	STATE SURETY COMPANY BELOW	
SUBMITTED BY COMPANY NAME PRINCIPAL ADDRESS CITY STATE ZIP		
POINT OF CONTACT POC EMAIL POC PHONE # COMPANY WEBSITE COMPANY 800 #		
IN BUSINESS SINCE OFFER VALID UNTIL SIGNATURE OF OFFICER* NAME OF OFFICER DATE SIGNED		
SURETY COMPANY REGISTERED ADDRESS SURETY FOR SUBMITTER SINCE (DATE)		
<b>PLEASE NOTE*</b> SURETY BONDS CERTIFIED CHECKS <i>*All /Any interest accrued from Bid Fee deposits will remain in the account of Franklin County Fiscal Court</i>		WITHIN 90 DAYS OR AT CONTRACT EXECUTION DATE: WILL BE REFUNDED IN EVENT OF NON AWARD WILL BE REFUNDED IN EVENT OF NON AWARD
Refunds to be Made	Payable to:	
Mailing Address	Please submit, If Different than above	
<b>AWARDED BID ONLY</b>	HAS THE OPTION TO ASSIGN THE BID FEE/SURETY TO ANOTHER FINANCIAL CLAUSE IN THE AGREEMENT	
UPON ACCEPTANCE	I, (NAME)	
UPON EXECUTION	TO SECTION (NAME-NUMBER) OF THE SUBMITTAL	
ASSIGN \$1000.00		
MY SIGNATURE BELOW INDICATES MY AUTHORITY TO BIND THE COMPANY AS OBLIGEE,		
SIGNED		
NAME, TITLE		
DATE:		

SUBMITTAL DATE		
KENTUCKY STATE COMPLIANCE		
<p>COMPANY NAME</p> <p>PRINCIPAL ADDRESS</p> <p>CITY</p> <p>STATE</p> <p>ZIP</p>		
KENTUCKY WORKMEN'S COMPENSATION REGISTRATION #		
STATEMENT OF COMPLIANCE WITH OCCUPATIONAL SAFETY & HEALTH (OSHA)		
<p>SIGNATURE OF OFFICER*</p> <p>NAME OF OFFICER</p> <p>DATE SIGNED</p>	<p>Officer of the Bid Submittal Corporation certifies that all material, equipment and employees handling said materials contained in this submission meets all OSHA requirements.</p>	

SUBMITTAL COMPANY:	
CERTIFICATE OF INSURANCE - GENERAL LIABILITY	

The Contractor shall maintain during the life of the awarded Contract, General Liability Insurance, naming and protecting the County, it’ s officials, employees and volunteers as insured, against claims for damages resulting from (a) bodily injury, including wrongful death, (b) personal injury liability and (c) property damage which may arise from operations under this contract whether such operations be by his Company or any subcontractor or anyone directly or indirectly employed by either of them. The minimum acceptable limits of liability to provide by such insurance shall be as follows:

- A. Bodily Injury/Property Damage  
B. Personal Injury Damage  
C. Contractual Liability  
D. Product Liability & Operations

\$2,000,000 each occurrence  
\$1,000,000 each occurrence  
\$1,000,000 each occurrence  
\$1,000,000 each occurrence

\$2,000,000 Aggregate

The Contractor shall take out and maintain Automobile Liability Insurance. The minimal acceptable limits of liability to be provided shall be as follows:

- E. Bodily Injury and Property Damage

\$1,000,000 Combined Single Limit

**Minimum Scope of Insurance:** All Liability Insurance policies shall be written on an ‘occurrence’ basis only. All insurance coverage are to be placed with insurers authorized to business in the State of Kentucky and must be placed with insurers that has an A.M. BEST”S RATING of no less than A.VII.

Please provide Insurance Certificates as requested by the County with your Company’s submittal.

<b>FRANKLIN CO. KY</b> 2015-0906ITS-FCRJ INVITATION TO BID		APPENDIX E1.4 <b>FRANKLIN COUNTY, KY JAIL COMMITTEE</b> <b>INMATE TELEPHONE SYSTEM</b>	CHECK LIST BELOW
SUBMITTAL COMPANY:			
<b>INMATE PHONE SYSTEM REFERENCES</b>			<b>B 2</b>
1	ENTITIY CITY, STATE, ZIP TELEPHONE CONTACT PERSON CONTRACT DATE		
	EXCEPTION TO FCRJ PROPOSAL	<i>Please state the variance(s) in services provided at this Facility</i>	
2	ENTITIY CITY, STATE, ZIP TELEPHONE CONTACT PERSON CONTRACT DATE		
	EXCEPTION TO FCRJ PROPOSAL	<i>Please state the variance(s) in services provided at this Facility</i>	
3	ENTITIY CITY, STATE, ZIP TELEPHONE CONTACT PERSON CONTRACT DATE		
	EXCEPTION TO FCRJ PROPOSAL	<i>Please state the variance(s) in services provided at this Facility</i>	
4	ENTITIY CITY, STATE, ZIP TELEPHONE CONTACT PERSON CONTRACT DATE		
	EXCEPTION TO FCRJ PROPOSAL	<i>Please state the variance(s) in services provided at this Facility</i>	
5	ENTITIY CITY, STATE, ZIP TELEPHONE CONTACT PERSON CONTRACT DATE		
	EXCEPTION TO FCRJ PROPOSAL	<i>Please state the variance(s) in services provided at this Facility</i>	

SUBMITTAL DATE		
<b>PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION</b>		
NAME OF FIRM      REQUESTING WITH SUBMITTAL		
SECTION TITLE	REASON FOR WITHOLDING FROM PUBLIC RECORDS DISCLOSURE	PAGE NO.

**Please submit this form with BID PROPOSAL** Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure relative to the Kentucky Open Records Act, KRS 61.870 to61.884; as long as the exceptions requested above conform to the Exceptions provided by Law KRS 61.810, which are strictly construed. Please note that the Exceptions within the Act do not apply to the entire proposal document, and or total proposal pricing. This form is only to be used for elements of trade secret or proprietary information as submitted. Franklin County and its Jail Committee appreciate Bidder’s strict adherence to disclosures listed in the above form.

<b>FRANKLIN CO. KY</b>	APPENDIX E1.6	<i>CHECK</i>
2015-0906ITS-FCRJ	<b>FRANKLIN COUNTY,KY JAIL COMMITTEE</b>	<i>LIST</i>
INVITATION TO BID	<b>INMATE TELEPHONE SYSTEM</b>	<i>BELOW</i>
SUBMITTAL COMPANY:		
FINANCIAL SUBMITTALS OF REIMBURSEMENT TO FRANKLIN COUNTY SECTION A4.6-3		
1) PROPOSER'S CONTRIBUTION TO THE FACILITY'S <b>EQUIPMENT FUND</b> ANNUAL AMOUNT: <div></div> TOTAL AMOUNT THREE YEAR TERM: <div></div>		E1.6-1
2) PROPOSER'S CONTRIBUTION TO THE FACILITY'S <b>INDEPENDENT AUDIT EXPENSE OF THE INMATE TELEPHONE SYSTEM</b> ANNUAL AMOUNT: <div></div> TOTAL AMOUNT THREE YEAR TERM: <div></div>		E1.6-2

The Jail Committee has an ongoing commitment to ensure that the Facility has sufficient funding for the items above, both of which fund activities closely or directly related to this submittal.

The Equipment Fund is designated for (but not limited to) technology upgrades, network security and minimum environmental standards and safety certificates at the Facility for Equipment.

The Independent auditor assists with the RFP creation, process management and also assists the County's Jail Committee in the determination of public policy baselines for the Inmate Telephone System and its scope of services over the term of the contract. Audits for inmate or call recipient calling costs and account reconciliations are performed on a quarterly basis

NAME:(Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

Submitter has the authority to Bind the Company

<b>FRANKLIN CO. KY</b>		<b>APPENDIX E1.7</b>		<b>CHECK</b>	
2015-0906ITS-FCRJ		<b>FRANKLIN COUNTY,KY JAIL COMMITTEE</b>		<b>LIST</b>	
		<b>INMATE TELEPHONE SYSTEM</b>		<b>BELOW</b>	
SUBMITTAL COMPANY:					
<b>FINANCIAL SUBMITTAL OF VENDOR PLATFORM RATES &amp; FEES E1.7</b>					
	<b>CATEGORY PRICING</b>	<b>SUB CATEGORY TO CALL RECIPIENT ACCOUNT</b>		<b>AMOUNT</b>	
1	PER CALL SETUP	DOMESTIC COLLECT AUTOMATED			
2	PER CALL SETUP	DOMESTIC PREPAID ACCOUNT			
3	PER CALL SETUP	DOMESTIC PREPAID CREDIT APPROVED			
4	CREDIT/DEBIT CARD	DEPOSIT FEE PREPAID ACCT WEB			
5	CREDIT/DEBIT CARD	DEPOSIT FEE #800			
6	CREDIT/DEBIT CARD	DEPOSIT FEE REVERSE ATM LOCATIONS			
7	CALL FEE	WIRELESS CALL RECIPIENT FEE			
8	15 MIN KY LOCAL	FLAT RATE FEE MUST NOT EXCEED KY PUC			
9	15 MIN KY IN STATE	FLAT RATE FEE			
10	15 MIN OTHER STATES	FLAT RATE FEE MUST NOT EXCEED FCC			
				<b>MO ESTIMATE \$</b>	
11	ADP 260	FROM ABOVE ENTRIES; PLEASE ESTIMATE MONTHLY GROSS REVENUE TO YOUR VENDOR PLATFORM BY FCRJ INMATE CALL RECIPIENTS			

Information requested in above categories is for the Committee to calculate the Bid response amounts to an estimate of gross revenue on the Vendor's Platform. The calculation submitted in Item 11 is a verification of the response.

NAME:(Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Submitter has the authority to Bind the Company

DATE \_\_\_\_\_



E1	<b>FRANKLIN CO. KY</b>	APPENDIX E1.8	<i>CHECK</i>
	2015-0906ITS-FCRJ INVITATION TO BID	<b>FRANKLIN COUNTY,KY JAIL COMMITTEE INMATE TELEPHONE SYSTEM</b>	<i>LIST BELOW</i>
	SUBMITTAL COMPANY:		
	<b>FINANCIAL SUBMITTAL OF FACILITY INMATE DEBIT PLATFORM RATES &amp; FEES</b>		<b>E1.8</b>
	<b>CATEGORY PRICING</b>	<b>SUB CATEGORY TO CALL RECIPIENT ACCOUNT</b>	<b>AMOUNT</b>
1	PER CALL SETUP	DOMESTIC DEBIT AUTOMATED	
2	15 MIN KY LOCAL	FLAT RATE FEE MUST NOT EXCEED KY PUC	
3	15 MIN KY IN STATE	FLAT RATE FEE OPTION	
4	15 MIN OTHER STATES	FLAT RATE FEE MUST NOT EXCEED FCC	
5	TERMS FOR REMITTANCE	NET AMOUNT BASIS OF ABOVE PAYABLE BY THE COUNTY TO THE SYSTEM PROVIDER	
6	OPTIONAL	FLAT RATE ABUSE FEE /CALL AFTER 5 ATTEMPTS	
			<b>MO ESTIMATE \$</b>
7	ADP 260	FROM ABOVE ENTRIES; PLEASE ESTIMATE MONTHLY NET REVENUE TO INMATE DEBIT PLATFORM AT THE FACILITY	

As described in Section A4 and A9 of the Proposal, the County has targeted a substantial increase to call processing volumes on its Inmate Debit Platform, where per call purchases are interfaced to the Facility's Commissary software and deposit methods and kiosks are as currently deployed at the Facility. Please note that the Proposer may use the Submittal Form E1.5 for third party cost disclosures which further substantiate the amounts provided herein.

Information requested in above categories is for the Committee to calculate the Bid response amounts to an estimate of NET revenue on the **Inmate Debit Call Platform at the Facility**. The calculation submitted in Item 7 is a verification of the response.

NAME:(Print)

SIGNATURE

Submitter has the authority to Bind the Company

DATE

E1	<b>FRANKLIN CO. KY</b> 2015-0906ITS-FCRJ		APPENDIX E1.9 <b>FRANKLIN COUNTY, KY JAIL COMMITTEE</b> <b>INMATE TELEPHONE SYSTEM</b>	CHECK LIST BELOW
	SUBMITTAL DATE			
	<b>FINANCIAL SUBMITTAL OF VENDOR PLATFORM COMMISSION E1.9</b>			
	<b>CATEGORY PRICING</b>	<b>SUB CATEGORY TO CALL RECIPIENT ACCOUNT</b>		<b>AMOUNT</b>
1	PER CALL SETUP	DOMESTIC COLLECT AUTOMATED		
2	PER CALL SETUP	DOMESTIC PREPAID ACCOUNT		
3	PER CALL SETUP	DOMESTIC PREPAID CREDIT APPROVED		
4	CREDIT/DEBIT CARD	DEPOSIT FEE PREPAID ACCT WEB		
5	CREDIT/DEBIT CARD	DEPOSIT FEE #800		
6	CREDIT/DEBIT CARD	DEPOSIT FEE REVERSE ATM LOCATIONS		
7	CALL FEE	WIRELESS CALL RECIPIENT FEE		
8	15 MIN KY LOCAL	FLAT RATE FEE MUST NOT EXCEED KY PUC		
9	15 MIN KY IN STATE	FLAT RATE FEE		
10	15 MIN OTHER STATES	FLAT RATE FEE MUST NOT EXCEED FCC		
				<b>COMMISSION RATE</b>
11	ADP 260	FROM ABOVE ENTRIES AS SELECTED, PLEASE PROVIDE VENDOR PLATFORM COMMISSION % WITH A BASIS OF GROSS REVENUE AS PREVIOUSLY SUBMITTED ON E1.7		
				<b>ESTIMATE \$</b>
12	ADP 260	USING THE RATE SUBMITTED IN ITEM 11, PLEASE PROVIDE AN ESTIMATE OF MONTHLY NET REVENUE THAT THE FACILITY WILL RECEIVE		
	<b>Renewal Basis</b>	<b>Call Category(s) Selected</b>		<b>Commission Rate</b>
13	Renewal Option 1			
	Renewal Option 2			

Please ensure that the Vendor is making the above submittals based upon the Vendor Platform only. The calculation submitted in Item 12 is a verification of the response. Franklin County requires Pricing/Commission to be paid to Franklin County to remain firm for the duration of the initial term of the contract .Failure to hold commission firm for the initial term is subject to independent Audit, and if account reconciliations prove commission variance is lower than specified, and that claims for payment are waived by the Company, such findings may be sufficient cause for Franklin County to declare proposal unresponsive. Unless otherwise noted, quoted Pricing/Commission to be Paid Franklin County will remain firm for two (2) additional one (1) year terms. If an increase/decrease may be a part of this proposal, please note percentage increase/decrease in the space provided above.

NAME:(Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Submitter has the authority to Bind the Company

DATE \_\_\_\_\_ COMPANY: \_\_\_\_\_

Section E1.10 Firm Information Page

Section E1.10 The undersigned acknowledges receipt of the following addenda, listed by number and date of publication:

2015-0906 ITS-FCRJ ADDENDUM No.	As Posted to www.franklincountyky.com Subject Matter Requirements	Date Released	Emailed to Company POC	Receipt Confirmed by Company

The County requires that all who enter into a contract for the physical performance of services with the County must satisfy Franklin County Ordinance 4.1-4.4 & FCO 4.5. In all manner, and such are conditions of the contract.

In compliance with the attached specifications, the undersigned offers and agrees, if this Bid is accepted by the Franklin County Fiscal Court, within ninety (90) days of the date of the Bid opening, to furnish any or all of the items upon which prices are quoted within the time specified in the Proposal Fee schedule.

Legal Business Name: \_\_\_\_\_

Federal Tax ID: \_\_\_\_\_

Address: \_\_\_\_\_

Does your company currently have a service/system location within Franklin County KY?

YES

☐

NO

☐

Representative Signature \_\_\_\_\_

Print Authorized Representative's Name \_\_\_\_\_

Print Representative's Title \_\_\_\_\_

Telephone Number \_\_\_\_\_ Fax Number \_\_\_\_\_

Email Address \_\_\_\_\_

## FRANKLIN COUNTY INMATE TELEPHONE SOLICITATION -MILESTONE DATES

PROPOSED SCHEDULE:	BID #	2015-0906ITS-FCRJ	2015
RELEASE FORMAL SOLICITATION	#	2015-0904ITS_FCRJ	9/9/2015
SUBMIT PRE PHONE CONFERENCE VENDOR REGISTRATION NO LATER THAN 3.00 PM			9/17/2015
QUALIFIED VENDORS PHONE MEETING Q & A*			9/22/2015
	DATE	TIME EST	
	2015-0922	10.00 AM	
SUBMIT PRE REGISTRATION FOR FACILITY VISIT NO LATER THAN 3.00 PM			9/21/2015
QUALIFIED VENDORS SITE VISIT			9/25/2015
	DATE	TIME EST	
	2015-0925	01:00 PM	
DEADLINE FOR QUESTIONS	VIA EMAIL ONLY TO: fcrj.rfp@franklincountyky.com		
NO LATER THAN:	2015-0928	3:00 PM	9/28/2015
DEADLINE TO RECEIVE WRITTEN PROPOSALS			10/9/2015
	DATE	TIME EST	
NO LATER THAN	2015-1009	1:00 PM	
CONDUCT ORAL INTERVIEWS (JAIL COMMITTEE)			10/12/2015
QUESTIONS WILL BE POSED TO BIDDER'S POINT OF CONTACT- REQUEST TO ANSWER Q WB EMAILED			to 10/14/15
CALL BRIDGE IS USED- CALL WILL BE RECORDED			
REVIEWS BY JAIL COMMITTEE			
10-Oct			11- 12- Oct Oct
SELECT TOP THREE JAIL COMMITTEE			10/14/2015
2015-1019			10/19/2015
TOP THREE FINALIST INTERVIEWS			
JAIL COMMITTEE			10/22-10/23
JAIL COMMITTEE SUBMITS SCORING RE FINALIST TO FISCAL COURT			10/23/2015
JAIL COMMITTEE SUBMITS SCORING RE FINALIST TO FISCAL COURT			10/27/2015
AWARD CONFIRMATION ANNOUNCED POST MEETING OF FISCAL COURT			11/5/2015
CONTRACT COMPLETION			11/24/2015
SIGNATURE BINDS COUNTY AND AWARDED BIDDER TO AGREEMENT			
AWARDED BIDDER ISSUES ANY PERFORMANCE FUNDING AS STIPULATED IN THE RFP			
SIGNING SUBJECT TO COURT DATE & TIME			to confirm
PROJECT IMPLEMENTATION			
PROJECT TEAM SITE MEETINGS			TBA
PROJECT COMPLETION NO LATER THAN			1/15/2016
COOPERATION W PREV ITSP PROVIDER/CUTOVER TESTING COMPLETE			TBD

<b>FRANKLIN COUNTY PRE REGISTRATION FORM</b>		<b>SECTION E 2.2</b>	
<b>QUALIFIED BIDDERS PHONE CONFERENCE</b>			
<b>SEPT 22, 2015 3.00 PM EST</b>			
INMATE TELEPHONE SYSTEM PROVIDER COMPANY REPRESENTATIVES			
PLEASE SUBMIT THIS FORM NO LATER THAN		<b>PLEASE LIST ATTENDEES FROM YOUR ORGANIZATION</b>	
<b>SEPT 17, 2015 3.30 PM EST</b>			
VIA		EMAIL	<a href="mailto:rfp.fcj@franklincountyky.com">rfp.fcj@franklincountyky.com</a>
COMPANY NAME:			
1ST	NAME		
	TITLE	PHONE W EXT	
	EMAIL		
2ND	NAME		
(OPTIONAL)	TITLE	PHONE W EXT	
	EMAIL		
<i>Please conform to Franklin County requirements for registration, format &amp; attendance</i>			

Please note that Franklin County accepts ONLY email domain addresses of The Company representatives attending. The attendees accepted for the Telephone conference are limited to two individuals per Company. A list of all participants will be emailed to attendees with instructions. The Conference will be recorded for review by the Jail Committee, and copies of the recorded conference will be available upon request for \$25.00.

<b>FRANKLIN COUNTY PRE REGISTRATION FORM</b>		<b>SECTION E 2.3</b>	
<b>QUALIFIED BIDDERS FACILITY SITE VISIT</b>			
<b>SEPT 25, 2015 11.00 AM EST</b>			
PLEASE SUBMIT THIS FORM NO LATER THAN		<b>SEPT 21, 2015 3.30 PM EST</b>	
		VIA	EMAIL
INMATE TELEPHONE SYSTEM PROVIDER COMPANY REPRESENTATIVES			
1ST	NAME		
	TITLE	PHONE W EXT	
	EMAIL		
2ND	NAME		
	TITLE	PHONE W EXT	
	EMAIL		
<i>Please conform to Franklin County requirements for registration, format &amp; attendance</i>			

Please note that Franklin County accepts ONLY email domain addresses of The Company representatives attending. Proper Identification for the site visit will include Driver's License and Company ID., along with Confirmation email from the Facility confirming the name of the Company attendee(s).

FRANKLIN COUNTY REGIONAL JAIL		SECTION E 2.4		
CURRENT TELEPHONES IN USE BY INMATE POPULATION AT FACILITY				
AREA #	AREA DESCRIPTION/ USE TYPE	AVERAGE CAPACITY	# PHONES	NOTES
INTAKE		12	1	FREE PHONE
BOOKING		5	1	
BOOKING		10	1	
RM 116	PROTECTIVE CUSTODY	5	1	PORTABLE TTY PHONE
RM 117		5	1	
RM 118		5	1	
RM 124		5	1	
RM129	FEMALE INMATE	8	1	
RM135	FEMALE INMATE	20	2	
RM 141	FEMALE INMATE	8	1	
POD A	MALE INMATE-TRUSTEES	20	2	
POD B	MALE INMATE	20	2	
POD C	MALE INMATE	20	2	
POD D	MALE INMATE	20	2	
POD E	MALE INMATE	20	2	
POD F	MALE INMATE	20	2	
POD G	MALE INMATE	20	2	
POD H	MALE INMATE	20	2	
POD J	RESTRICTED PRIVELEGES	12	1	PHONE AVAIL MONDAYS ONLY
HONOR DORM	MOSTLY STATE INMATES SEPARATE HOUSING BLDG ON SITE	100	5	
	TOTAL INMATE PHONES		33	
VISITATION	SCHEDULED VISIT CUBICLES			
RM 1	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 2	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 3	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 4	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 5	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 6	INMATE SIDE/ VISITOR SIDE		PAIR	
RM 7	INMATE SIDE/ VISITOR SIDE		PAIR	
	TOTAL VISITATION PHONES		7 PAIRS	

Equipment specifications are referenced in Section B17 of the Proposal. Pictures of the current inmate and visitation phones are available upon request to [fcrl.rfp@franklincountyky.com](mailto:fcrl.rfp@franklincountyky.com). Submitters are required to provide

ENVIRONMENTAL SPECIFICATIONS for System equipment housed at the Facility. These include: Operating temperature ranges; Humidity Ranges, Heat Dissipation i.e. BTU/HR; Electrical VAC, AMP , Single or Three Phase, Number of Duplex Outlets, Floor Space , Wall Space and Backboard Dimensions.

Minimum- Feet Front & Rear of system necessary for maintenance access. Please specify similar environmental requirements for any Network hardware (Servers, Switches and Routers) at the Facility.

**PROPOSAL EVALUATION/SELECTION PROCESS**

**E2.5**

E2.5 FRANKLIN COUNTY

2015-0906ITS\_FCRJ

**PROPOSAL EVALUATION/SELECTION PROCESS**

**E2.5**

BID SUBMISSIONS WILL BE EVALUATED IN THEIR ENTIRETY, AND THE RESPONSES MUST ADDRESS EACH OF THE CRITERIA LISTED BELOW. FRANKLIN COUNTY USES DECISION ANALYSIS SOFTWARE, AND EACH MEMBER OF THE JAIL COMMITTEE ASSIGNS SCORES TO ALL SUBMISSIONS RECEIVED. AVERAGE SCORE WEIGHTS ELIMINATE LOWEST SCORES, TOP THREE SCORES ARE SELECTED AS FINALISTS. THE FINALISTS ARE SCORED USING THE SAME CRITERIA UNTIL CONSENSUS IN THE SCORING PRESENTS A RECOMMENDED AWARD TO SUBMIT TO FISCAL COURT.

	E2.5	
	EVALUATION CRITERIA	WEIGHT
1	ABILITY TO MEET THE GENERAL AND TECHNICAL REQUIREMENTS OF THE SOLICITATION	20
2	VENDOR EXPERIENCE AND SME WITH THE TECHNOLOGY REQUIRED IN THE SOLICITATION	15
3	FINANCIAL OFFERING TO REIMBURSE THE COUNTY FOR EQUIPMENT FUNDING AT THE FACILITY	7.5
4	FINANCIAL OFFERING WHICH WILL REIMBURSE COUNTY FOR INDEPENDENT AUDIT & RFP MANAGEMENT FEES OF THE SYSTEM AT THE FACILITY	7.5
5	FINANCIAL OFFERING WHICH MEETS COUNTY GROWTH TARGET AND COST EFFECTIVE INMATE DEBIT CALLING VIA THE CURRENT COMMISSARY INTERFACE AT THE FACILITY	20
6	FINANCIAL OFFERING SPECIFYING RATES & CHARGES FOR VENDOR'S CALL PLATFORM ASSIGNED TO CALL RECIPIENTS FROM THE FACILITY	7.5
7	FINANCIAL OFFERING FOR COMMISSION TO THE COUNTY BASED ON THE GROSS REVENUE FROM CALL RECIPIENTS AS GENERATED BY THE VENDOR'S PLATFORM	7.5
8	PROPOSED PROJECT PLAN, SLA, SCHEDULING & IMPLEMENTATION WITH MINIMAL INTERUPTION OF SERVICE TO THE FACILITY	10
	SUB TOTAL PROPOSAL REQUIREMENTS	95
9	QUALITY OF PROPOSAL SUBMISSIONS/ORAL PRESENTATIONS	5
	TOTAL	100